

Michigan ITS Center

Serving the Southeast Michigan Freeways
www.michigan.gov/its

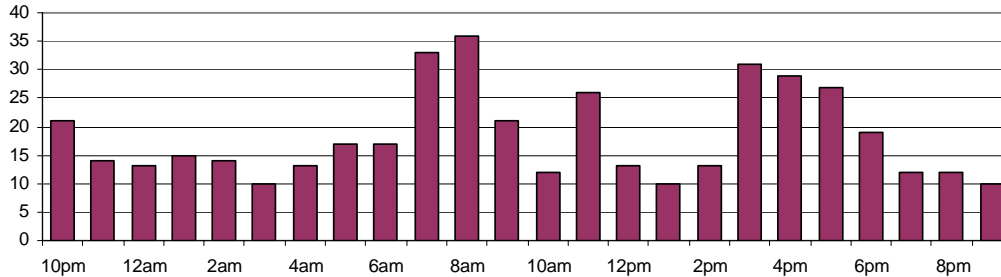


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April 2006

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



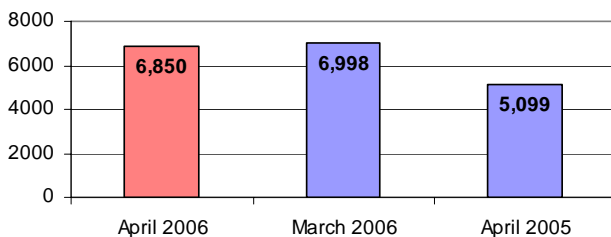
Total Incidents by Roadway

Roadway	April 2006	March 2006	April 2005
I-75	103	136	148
I-94	103	123	121
I-96	49	37	45
I-275	50	38	53
I-375	2	3	1
I-696 (Reuther)	57	74	84
M-10 (Lodge)	34	48	72
M-39 (Southfield)	40	36	51
Total	438	495	575

Monthly Incident Activity

	Apr 2006	Mar 2006	Apr 2005
Freeway Closures	9	23	N/A
Lane Closures	26	34	N/A
Ramp Closures	8	4	N/A

Monthly Call History



Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	4735
Michigan State Police	748
Media	811
MDOT Construction (Incoming)	190
MDOT Construction (Outgoing)	78
Other MDOT	117
ITS Maintenance	40
Other	131
Total	6850

MITS Center News

Report updates this month include new graphs on the Traveler Information Activity page on website usage, DMS messaging, and construction operations. For Freeway Courtesy Patrol Activity, the color key is updated on the map on Page 5, and the FCP Average Service Times has been updated to correct a calculation error identified on the previous report.

MITS personnel participated in E Team training, adding the ability to track and log event activities using the statewide tool for coordinated Emergency Management. Other EM preparedness activities in April included critical infrastructure discussion with Detroit Fusion group, tour of the Wayne County Emergency Operations Center, and preliminary planning for an AuxTOC based table top exercise.



Traffic Incident Management activities included coordination and planning meetings focused on incident response in work zones for the I-696 projects between I-75 and I-94, the M-14 reconstruction project, and the "mixing bowl" project.

DMS messages were updated to create single phase messages for incidents reflecting lanes blocked. Also, non-incident messages were limited to a single phase by reducing the number of safety messages and travel time messages displayed. Both changes serve to improve the readability and impact of the DMS.

There were two (2) Amber Alert activations in April, and CMS messages were displayed and notifications issued per protocol.

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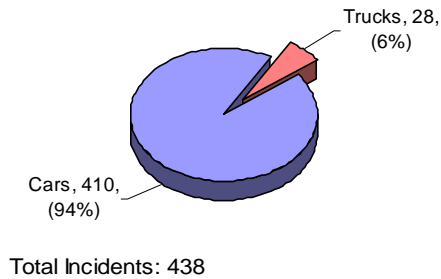
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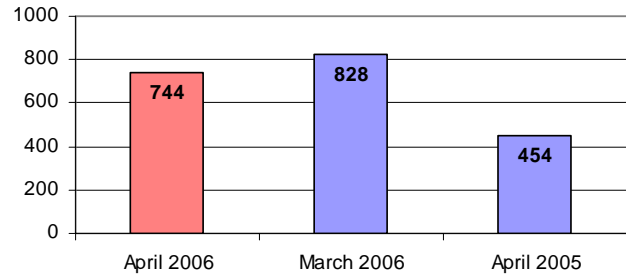
CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,127 assists that the Freeway Courtesy Patrol (FCP) provided during the month of April, 744 assists (18%) were dispatched by the FCP dispatchers located at the MITS Center.

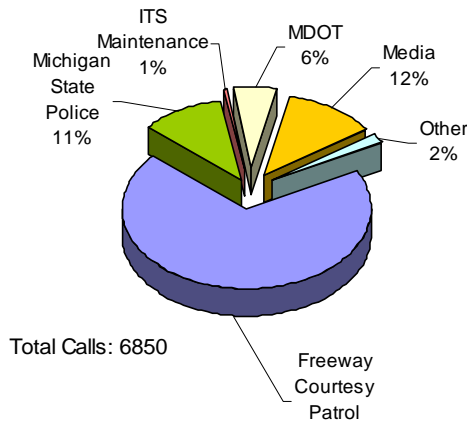
Vehicle Composition of Incidents



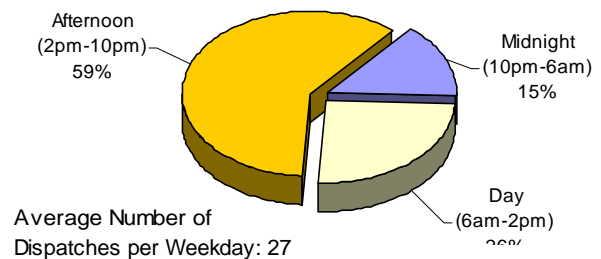
Freeway Courtesy Patrol Monthly Dispatch Activity



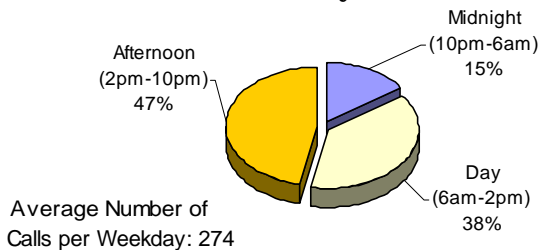
Calls by Type



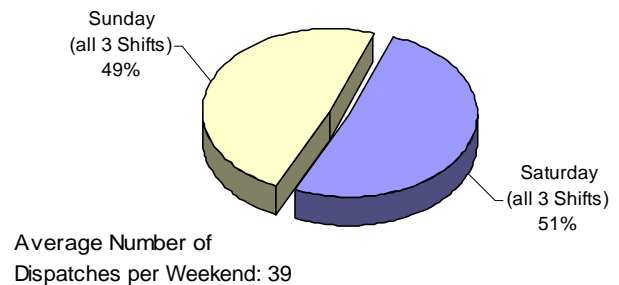
Freeway Courtesy Patrol Dispatches by Weekday Shift



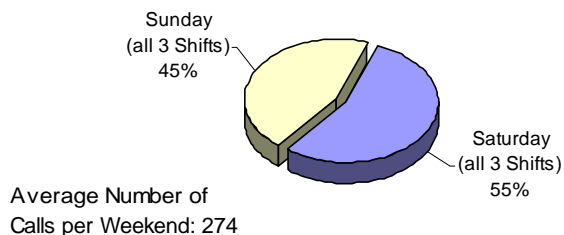
Calls by Weekday Shift



Freeway Courtesy Patrol Dispatches by Weekend Day



Calls by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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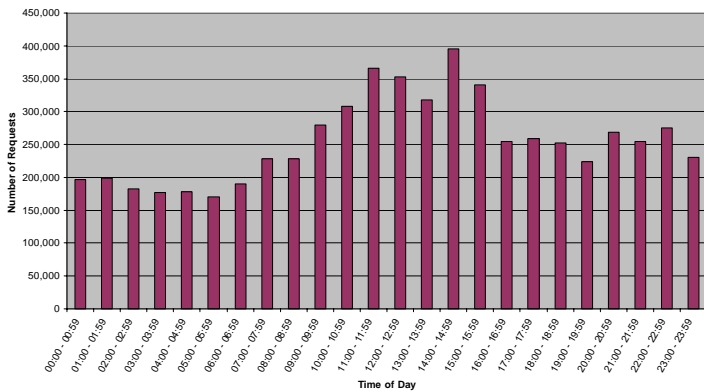
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

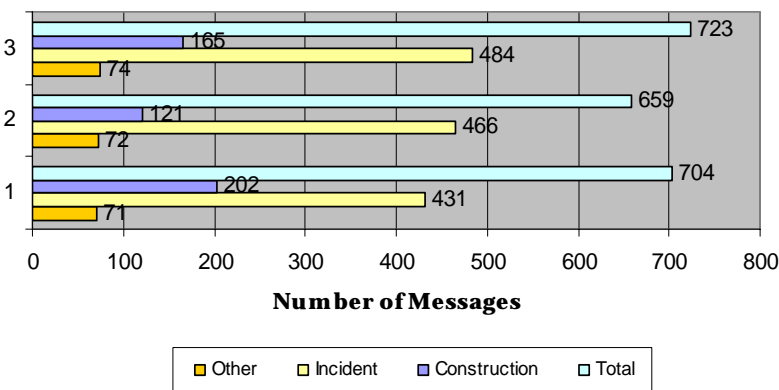
Website Activity



Top 5 DMS with Unique Messages

- 1 I-94 EB at Central
- 2 M-10 NB at M.L. King
- 3 I-94 EB at Second
- 4 I-696 WB at Ryan
- 5 I-375 NB at Gratiot

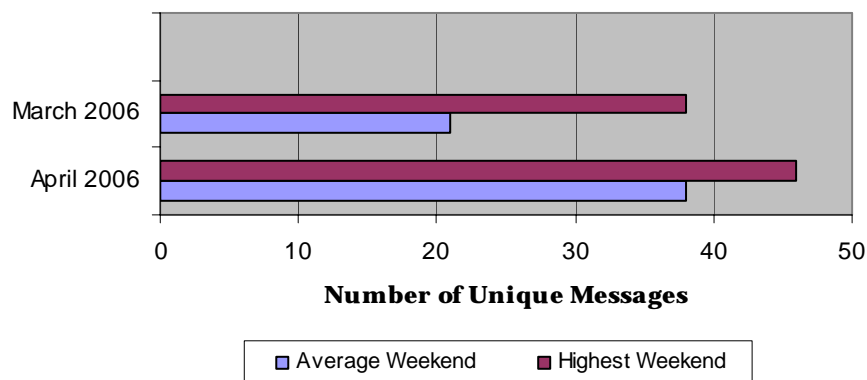
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Apr 2006	Mar 2006	Apr 2005
All Incident Messages	100.0%	100.0%	97.8%
High Impact DMS Messages	Apr 2006	Mar 2006	Apr 2005
All High Impact Messages	95.3%	98.4%	94.0%
Freeway Closure Messages	88.9%	100.0%	N/A
Lane Closure Messages	100.0%	97.1%	N/A
Ramp Closure Messages	87.5%	100.0%	N/A
Other Communication	Apr 2006	Mar 2006	Apr 2005
Advisory Text-Messages	86.0%	93.4%	93.0%
Website Incident Postings	93.0%	96.7%	87.0%

Weekend Construction DMS Message Activity



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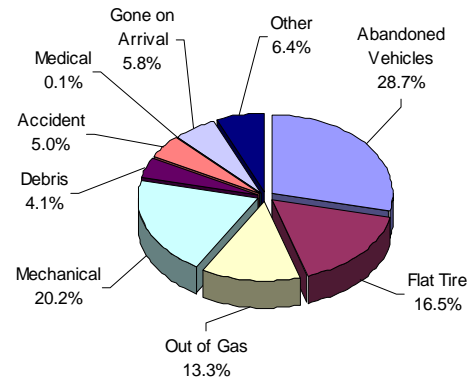
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

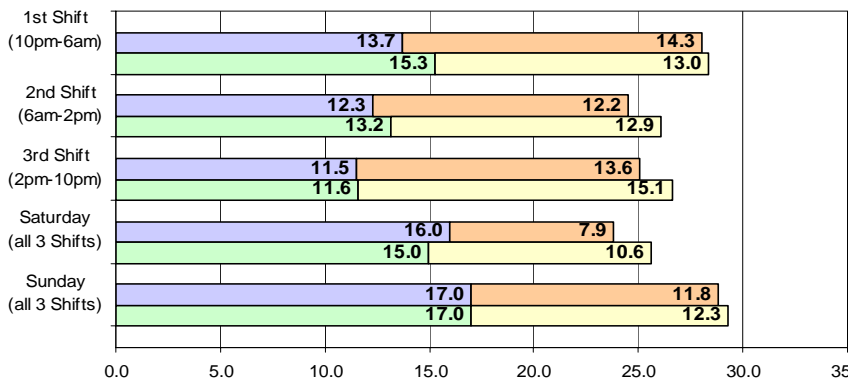
Although I didn't get his name, I want to make note of the friendly efficient assistance I received today from one of your courtesy van drivers. My back rear tire went flat on my way home on I-94 around Middlebelt. I would have changed it myself but heavy rush hour traffic made me think otherwise. Your MDOT van pulled up. He quickly changed my tire and I was on my way. What a great service. Thank you!!!!

Assist Type



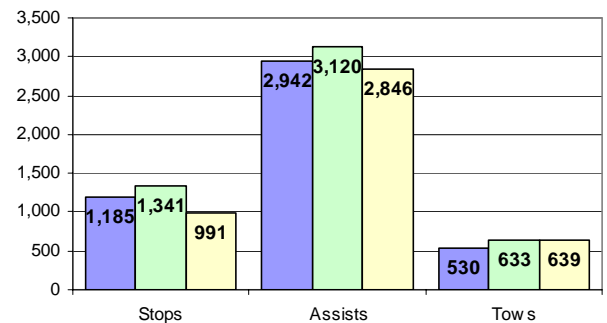
Total Number of Incidents: 4127

FCP Average Service Times



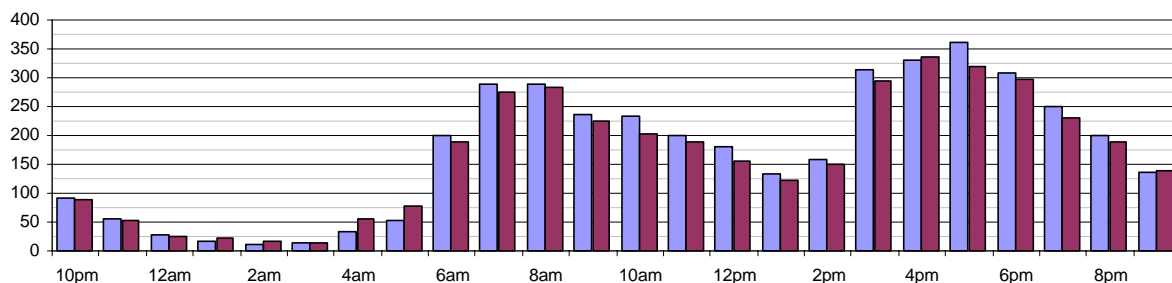
April 2006 (min): □ Average Response Times □ Average Clear Times
Fiscal Year-to-Date (min): □ Average Response Times □ Average Clear Times

History of Key FCP Activities



□ April 2006 □ March 2006 □ April 2005

FCP Assists by Time of Day



□ April 2006 (assists/hr) ■ Fiscal Year-to-Date (assists/hr)

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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile) 6 - 10.9 (assists/mile) 11 - 16.9 (assists/mile) 17 & greater (assists/mile)

Freeway	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
		April 2006	Fiscal YTD	April 2006	Fiscal YTD	April 2006	Fiscal YTD
I-75	87.6	1091	940	12.5	10.7	13.8	13.8
I-94	60.7	926	835	15.3	13.8	11.7	13.4
I-96	34.0	684	535	20.1	15.7	14.0	14.2
I-275	37.5	356	319	9.5	8.5	15.2	13.5
I-375	1.2	7	7	5.8	5.6	23.0	12.5
I-696 (Reuther)	28.7	313	359	10.9	12.5	12.4	12.2
M-5 (Grand River)	10.3	33	35	3.2	3.4	29.7	15.6
M-8 (Davison)	2.2	67	55	30.5	25.2	10.3	9.5
M-10 (Lodge)	17.9	349	308	19.5	17.2	13.3	12.0
M-14	6.4	33	60	5.2	9.4	15.0	14.7
M-39 (Southfield)	14.2	228	200	16.1	14.1	10.3	12.4

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type (page 1)	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month by time of day.	Website Server Statistics - Server request data logged by website.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	15 Minute Snapshot - A log of what each sign was displaying every 15 minutes.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	15 Minute Snapshot - A log of what each sign was displaying every 15 minutes.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Weekend Construction Summary - Manual summary of weekend activity including number of construction messages, number of phone calls, and additional notes.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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DATA KEY INFORMATION

Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.